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## *Memorandum*

TO: BATA

DATE: October 1, 2008

FR: Deputy Executive Director, Operations

W. I. 1253

RE: Contract Change Order #15 – FasTrak® Customer Service Center Operations Contract: ACS State & Local Solutions (ACS)

Staff requests this Committee to authorize an amendment of the FasTrak® Customer Service Center (CSC) contract with ACS State & Local Solutions (ACS) to complete software updates for the FasTrak® parking program at the San Francisco International Airport (SFO). The FasTrak® parking payment function was deployed at SFO's long term parking lot in October 2007 on a pilot basis. Based on the pilot, SFO has recently made some final software upgrades to their lane level system and expects to be ready to deploy the FasTrak® parking application at the remaining garages in the next few months. Also, during the pilot, BATA and SFO have identified a software change that should be made to the CSC system to allow transactions to be automatically resubmitted for processing when a customer's credit card declines for the original charge. Under this contract change order, ACS will develop, test and deploy the software updates by November 2008. The work is estimated to cost \$135,000 and will be paid on a time and materials basis.

Staff is also requesting authority to negotiate and enter into a change order with ACS to upgrade CSC hardware and equipment that is used to store violation images. The equipment under the original contract is no longer adequate for the storage requirements. Since the CSC went into operation in May 2005, BATA has implemented plaza improvements that have greatly increased the volume of FasTrak® transactions and violations. Violation images are required to be stored in the system until they are paid and closed out. The cost of the equipment upgrades is \$13,000.

### **Recommendation**

Staff recommends the Committee authorize the Executive Director or his designee to negotiate and enter into a contract change order with ACS to upgrade the system for the FasTrak® parking program with the San Francisco Airport (\$135,000) and upgrade the CSC equipment (\$13,000) for a total amount not to exceed \$148,000.

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Ann Flemer

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## REQUEST FOR AUTHORITY APPROVAL

### Summary of Proposed Contract Change Order

Work Item No.: 1253

Contractor: ACS State & Local Solutions, Inc.  
San Francisco, CA.

Change Order No.: #15

Work Project Title: FasTrak® Regional Customer Service Center (CSC)

Purpose of Project: Design, Build, Operate and Maintain the FasTrak® Regional CSC serving Caltrans State toll bridges and the Golden Gate Bridge District

Brief Scope of Work: Upgrade CSC system for FasTrak® parking service at San Francisco International Airport and upgrade CSC software and equipment used to store violation images.

Project Cost Not to Exceed: \$148,000 (current contract amount = \$63,744,642).

Funding Source: Bridge Tolls \$148,000

Fiscal Impact: CSC Project funds are included in the FY 2008-09 Toll Bridge Operating Budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into Contract Change Order #15 to the FasTrak® CSC contract with ACS State & Local Solutions for the services described above and the Chief Financial Officer is directed to set aside funds up to \$148,000 for such change order.

BATA Oversight Committee:

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Steve Kinsey, Chair

Approved: Date: October 8, 2008